

**Easterling, Deborah**

232616

**From:** Easterling, Deborah  
**Sent:** Tuesday, October 04, 2011 3:22 PM  
**To:** 'Leslie Hendrix'  
**Subject:** RE: Letter\_of\_Protest\_Form\_pub\_0001.pdf - Adobe Reader

Dear Ms. Hendrix,

Thank you for your email of October 1, 2011. Mr. Pascal did file his Protest Letter with the Commission.

To answer your procedural questions,

- 1) No night hearing is scheduled
- 2) There will be an opportunity for the public to speak at the beginning of the hearing scheduled for 10:30 a.m. on Monday, November 7, 2011

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

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**From:** Leslie Hendrix [<mailto:leslieahendrix@gmail.com>]  
**Sent:** Saturday, October 01, 2011 10:02 AM  
**To:** Contact  
**Cc:** [rxpgcocks@live.com](mailto:rxpgcocks@live.com)  
**Subject:** Fwd: Letter\_of\_Protest\_Form\_pub\_0001.pdf - Adobe Reader

Good Morning SC PSC,

Attached is letter of protest for docket 2007-286-WS from a Dutchman Shores resident, Rick Pascal. He sent his form to me and I am not sure if he sent it to you. I apologize if this is the second time you are receiving his letter of protest.

Also, will there be a night hearing, or an opportunity for the public to speak pertaining to the recently filed testimony during the remand hearing for this docket? Even if not given the opportunity to speak, is the public allowed to attend?

Thank you very much,  
Leslie Hendrix

----- Forwarded message -----

**From:** outback10 <[rxpgcocks@live.com](mailto:rxpgcocks@live.com)>  
**Date:** Sat, Oct 1, 2011 at 6:45 AM  
**Subject:** Letter\_of\_Protest\_Form\_pub\_0001.pdf - Adobe Reader  
**To:** [leslieahendrix@gmail.com](mailto:leslieahendrix@gmail.com)

Please let me know when the next hearing is. Thanks for all you do!!!

Rick

## Easterling, Deborah

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**From:** Easterling, Deborah  
**Sent:** Tuesday, October 04, 2011 2:23 PM  
**To:** 'Leslie Hendrix'  
**Subject:** RE: Letter of Protest Docket 2007-286-WS

Dear Ms. Hendrix,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2007-286-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

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**From:** Leslie Hendrix [<mailto:leslieahendrix@gmail.com>]  
**Sent:** Monday, October 03, 2011 10:19 PM  
**To:** Contact  
**Subject:** Letter of Protest Docket 2007-286-WS

Dear SC Public Service Commission,

Would you please post the attached letter and the three additional attachments as a letter of protest for the Utilities, Inc. rate increase case under docket 2007-286-WS? Thank you very much,

Leslie Hendrix  
125 Dutch point Road  
Chapin, SC 29036  
803-361-0417

**Leslie Hendrix**  
**Letter of Protest for Docket 2007-286-WS on Remand**  
**October 3, 2011**

Dear Commissioners,

I write in regard to testimony provided to the SC PSC by USSC / Utilities, Inc. per order 2011-363. I believe this information to be false.

I protest the rate increase proposed by Utilities, Inc./USSC (further referred to as "UI") in docket 2007-286-WS and further note that the current rate structure is not fair. The rate structure for distribution-only water customers, in particular, should be changed. The current tariff language:

- Incent UI to not make upgrades or timely repairs to leaky systems
- Is impossible to implement without violating the SC PSC tariff and/or SC Regs (it is well documented that the current tariff causes overcharges to the customer and different rates being charged under the same billing cycle period)
- Is an administrative nightmare for SC regulatory agencies, wasting taxpayer money and state resources
- Creates bills that are totally unpredictable for the consumer (the pass-through charge could double from one month to the next due to leaks, theft, and poor billing practices of UI)
- Is unfair to the consumer since the consumer pays for all water lost on the system and has no control over water loss

I request that the distribution-only rate structure be changed by removing the words "pro-rata without mark up" as suggested by Dawn Hipp in her Direct Testimony for Docket 2011-47-WS for Utilities Inc./Carolina Water Service request for a rate increase. If I may ask, please do not allow for an "adder" for water loss. If this is allowed, you are allowing SC consumers to pay for water stolen through unlocked meters, water loss through leaky pipes, and directly incenting USSC to not repair leaky systems. Plus, since customers are on different billing cycles, this makes it impossible to assure that when the bulk provider rate changes, all customers are paying the same tariff. If USSC/UI pays for their own water loss, then they will be incented to upgrade lines, prevent theft, and conserve water.

I make the general request to deny any additional revenue to this company based upon the following main points pertaining to "Answer to the Petition for Rehearing or Reconsideration" and Testimony on Remand of Steven Lubertozi for Docket 2007-286-WS:

**1. Amounts claimed in UI's response to order 2011-363 pertaining to capital improvements within USSC's systems are questionable, at best.**

a. UI claims to have spent \$55,863 within the Dutchman Shores subdivision during 2005 and 2006 for "capital improvements" to the system. I believe the amounts claimed for Dutchman Shores are false. Certainly, \$36,611 was not spent within Dutchman Shores on "wells and springs" since we are distribution-only customers (our water is piped to us by City of Columbia and has been since 1995). Also, to my knowledge, the only work that has been done in my neighborhood since I have lived here (which covers the 2005 and 2006 time period) by UI is for repairs of leaks or when the system was out of compliance (by SC , PSC, or DHEC Regs), which I believe would be classified as costs already included in our Base Facilities Charge and Water Distribution Charge. I also believe UI only made repairs to our system when out of compliance or having a leak. At any rate, the "capital improvements" (if any were made) did not improve our service. We have had leak after leak after leak on our lines (please see



<http://www.youtube.com/user/leslieahendrix>), and due to our distribution only rate structure, residents pay for every penny that is lost.

b. I believe the amounts for other neighborhoods and overall system claimed for “capital improvements” to be falsified as well. There are many, many questionable claims, but here are a few questions that should raise doubt.

i. There are 21 of the approximately 80 systems contained in Docket 2007-286-WS that are “distribution-only” according to <http://www.epa-echo.gov> Water Data Search BETA, but UI claims costs for nearly all of their systems for “wells and springs” and also for “water treatment eqpt” defined to be “repair or replacement of chemical feed pumps, chemical storage tanks, and associated controllers to ensure an accurate level of chemical to ensure water quality standards are met”. I believe these claims to be a flat out lie, especially for distribution-only systems who get their water already treated from the bulk provider directly piped to the system.

ii. There appear to be only 4 systems which are supplied sewer service of the approximately 80 systems (according to Direct testimony of Willie Morgan) owned by UI/USSC. These 4 systems appear to serve a total of approximately 376 customers in total, with only 55 in Carrowood. There are sewer costs (“struct & imprv (pump plt)” and others) allocated for almost all of the 80 systems. There are three issues here:

In UI/USSC’s “Answer to the Petition for Rehearing or Reconsideration”, an \$851,584 “struct & imprv (pump plt)” expenditure is explained as “Repairs to Carrowood WWTP to level the tanks and structures to maintain compliance with environmental permits”, but in the Testimony on Remand of Steven Lubertozi, this expenditure is explained as “Contributed to improved service by providing the wastewater plant structures and associated buildings that are needed to operate, maintain, repair and manage treatment facilities.” Which is it? Is it \$851,584 spent on a single system serving 55 customers? Or is it distributed among almost all systems owned by UI/USSC, including the water systems *which have no sewer* (as claimed in the breakdown of costs by neighborhood)? These claims are not credible and conflict with each other. And then there is the additional \$75,158 which is separately allocated for the Carrowood WWTP.

Also, there are 376 customers *total* on these 4 sewer systems -- how could 1/3 of the supposed “capital improvements” be allocated to 376 people (among the roughly 7,000 water customers)? What financially responsible company (which UI claims they are) would decide to spend that much money on 376 sewer customers, when they could never possibly recoup that amount? UI is either lying, or spending its customers’ money with no regard to the customer (since UI passes the cost of “improvements” directly to the customer through rate cases). *Please do not reward UI for spending their customers’ money irresponsibly.*

In the US EPA Annual Non Compliance Report for 2008 [http://www.epa-echo.gov/echo/ancr/us/docs/Minor\\_2008.pdf](http://www.epa-echo.gov/echo/ancr/us/docs/Minor_2008.pdf), Carrowood and Shandon WWTP were still listed as “greater than 1 year behind compliance schedule deadlines”. This raises doubt as to whether the supposed capital improvements claimed in these WWTPs during 2005 and 2006 were actually completed.

iii. There are numerous systems listed twice on the UI supplied data (exhibit A from testimony on Remand of Steve Lubertozi and/or Remand Exhibit SML A-1). Lakewood Estates is listed separately from Arrowhead Shores/Lakewood Estates (with extremely

high expenditures for both – about \$150,000), Dutch Village/Raintree Acres is listed separately from Raintree Acres (totals add to \$80,000), Plantation/Wintercrest/Olewood is listed separately from Olewood, Lexington Estates/Hermitage is listed separately from Hermitage with Lexington Estates/Hermitage claiming about \$60,000 and Hermitage claiming \$76k (for only 16 customers).

iv. How are computers and vehicles improving my service? Don't the operators have to have vehicles to get around to the systems? Is this not a cost of service already covered in the Base Facilities Charge or Distribution Charge on my bill? The items listed as "capital improvements" do not seem like improvements to me – they seem like regular maintenance and operation costs already included in the rate base or other areas of the case.

v. USSC claims an expenditure of \$455,971 for transportation and equipment (trucks and travel/maintenance expense?). In Docket 2011-WS-47, ORS removed many of these charges from the rate case upon finding vehicles that weren't functioning among a host of other reasons. ORS allowed \$289,630 for vehicles and \$118,812 for transportation costs for a total of \$408,442 in the CWS case, but this was allocated to the CWS customer base of 22,000 customers. USSC/UI only has about 7,000 customers and so I believe should have 1/3 of the costs that were associated with the CWS case....and the same operators drive the same vehicles on the same day from system to system.

vi. There are many line items that contain labor in the calculations, but I believe the labor is provided by UI operators and this labor would have already been included in the salaries portion of rate increase calculations. There are line items that don't explicitly say labor was a portion of the costs, but I believe the "meter installation" category to be almost surely labor charges. UI operators install meters (and I think customers are charged for this), but this should not be counted in capital improvements. Please remove all labor charges listed or implied in the capital improvements.

## **2. How are the supposed operation programs making service better?**

a. UI companies across SC (USSC, CWS, United, Tega Cay) and have the same documented company complaints nightmarish billing problems, poor customer service, and numerous other complaints of UI customers (see dockets 2011-47-WS and 2010-146-WS for examples). As far as I know, there has been no improvement to service in Dutchman Shores (and no improvement in other UI/USSC systems) and no ongoing operations programs.

a. Dutchman Shores is experiencing overcharges, leaks, and poor customer service. UI has a habit of not locking meters that are not billed and also not making sure to be billing everyone. The documentation to back up these claims can be found throughout ORS testimony in 2011-47-WS and also through a recently conducted audit of the Dutchman Shores system by ORS (attached). ORS found *overcharges, unlocked meters, theft, homes that may not be getting billed, lines in meter boxes with no meter, etc...* Residents of Dutchman Shores pay for all stolen and lost water (and so do all other distribution only customers). UI has yet to go after the person(s) responsible for water theft in our neighborhood or to move the meter(s) recommended by ORS to ensure we are not having any more water theft. UI says they have no record of the meter that was being stolen from, but the meter reader had to have seen it as it is immediately next to a billed meter and clearly marked and colored bright blue.

*Also, there was one billing (the "catch-up" bill) where UI divided 3 City of Columbia bills onto the double billing saying that they missed one once....but we have never had a month where we*



*were not charged a supply charge.* I believe we should be refunded this overcharge. Please see this in the attached audit.

UI apparently has no vacancy audit program (reference ORS Audit of Dutchman Shores, Docket 2011-47-WS, and Docket 2009-479-WS, United Utilities/UI for a few examples) in any of its 5 companies in SC.

b. According to [http://www.epa-echo.gov/echo/compliance\\_report\\_sdwa.html](http://www.epa-echo.gov/echo/compliance_report_sdwa.html) Drinking Water BETA, (please see attached for a generated report from this system), the EPA during the last three years has issued 150 Informal enforcement actions among 11 of the USSC systems, 4 formal enforcement violations, and Indian Cove is currently listed as an EPA "Significant Non-Complier". I question how capital improvements are supposedly helping to improve customer experience. A quick Google search yielded some SC DHEC enforcement documents for some of these subdivisions:

March 2011 EQC Enforcement Charleswood - MCL Combined Radium

<http://www.scdhec.gov/environment/admin/docs/Enforcement/2011/MarchReport.pdf>

September 8, 2005 Enforcement Foxwood WWTP (with a fine of \$8,400)

<http://www.scdhec.gov/environment/admin/docs/Enforcement/enf0905s.pdf>

January 6, 2011 Enforcement Indian Cove – MCL for Gross Alpha

<http://www.scdhec.gov/environment/admin/docs/Enforcement/2011/JanuaryReport.pdf>

February 8, 2007 Enforcement Purdy Shores - MCL Gross Alpha Combined Uranium several quarters

[http://www.scdhec.gov/environment/admin/docs/Enforcement/enf0207\\_report.pdf](http://www.scdhec.gov/environment/admin/docs/Enforcement/enf0207_report.pdf)

October 9, 2008 Enforcement Dutchman Acres - MCL Combined Radium 2006-2008

<http://www.scdhec.gov/environment/admin/docs/Enforcement/EnforcementOctober2008Report.pdf>

January 12, 2006 Barney Rhett and Hickory Hills ordered to connect to Rock Hill Water

[http://www.scdhec.gov/environment/admin/docs/Enforcement/enf011206\\_report.pdf](http://www.scdhec.gov/environment/admin/docs/Enforcement/enf011206_report.pdf)

c. SC DHEC indicates UI has paid approximately \$150,000 in fines for sewer and a little more than \$5,000 in fines for water systems since 2005 (please see attached).

d. How can UI claim a \$409,243 expenditure during 2005 and 2006 in its Exhibit B for the for purchased water in its "Answer to Petition for Rehearing or Reconsideration" when consumers pay for all purchased water via the pass-through portion of our tariff?

### **3. How can we believe the numbers and testimony provided by UI?**

a. UI has been caught lying or providing false documentation in numerous occasions before the SC PSC (e.g. 2011-47-WS where UI turned in receipts that had already been claimed, see matter 232462, and also falsified spreadsheet documentation which can be found in Leslie Hendrix' testimony exhibit 38 from the night hearing, etc...).

b. UI has also been caught lying or providing false documentation in other states. A quick search on the internet provided the facts that Florida PSC caught UI double dipping with receipts and costs. Also, Nevada has some very recent issues with UI lying (these are the only two states looked at so far by me).

UI of Central Nevada was ordered to produce documents such as an organizational chart for UI, whether employees are offered financial incentive for performance (which was later found to be true), 5 years gross revenue and profits, etc. <http://pytimes.com/news/puc-orders-utilities-inc-to-produce-documents/>

and here is an interview of a Nevada PUC Commissioner on how Utilities, Inc. testified to something different under oath between two hearings and how Utilities, Inc. of Nevada got an extra \$250,000 they now contradict (UI didn't even bother to show up for the hearing with the NV PUC related to this) [http://www.youtube.com/watch?v=5\\_3isZFM9wc&feature=related](http://www.youtube.com/watch?v=5_3isZFM9wc&feature=related) (~ 3 minutes)

and yet another video with PUC talking about several lawsuits and problems with Utilities, Inc., including a class action lawsuit for the smell from dumping raw sewage into ponds on a golf course community....Utilities Inc. says once the sewage is in the pond, it is no longer their problem (see link after next), they do not care about the smell....sounds similar to the problems in Land's End subdivision here in SC

[http://www.youtube.com/watch?v=\\_QTPUQL\\_CDQ](http://www.youtube.com/watch?v=_QTPUQL_CDQ) (~ 3 minutes)

<http://www.youtube.com/watch?v=e4Iqvo7cDEM> (~ 1 ½ minutes)

#### **4. UI is creating waves in other states**

a. Illinois attorney general stepping in against a proposed UI rate increase.

<http://www.rrstar.com/news/x1722635483/State-opposes-proposed-Cherry-Valley-water-rate-hike> Attorneys note the practice of UI where they wait for years to propose rate relief and cause "rate shock". There is a docket for Charmar water system in Illinois that is requesting for a 6,000 gallon water bill to be over \$500.

b. Double dipping for costs in Nevada <http://archive.pahrumpvalleytimes.com/2010/Jul-09-Fri-2010/news/36842692.html>

c. In Nevada, UI was charging commercial sewer customers each month \$23.19 for each fixture that used a drain (each toilet, floor drain, triple sink with one drain = 3 fixtures!)

<http://archive.pahrumpvalleytimes.com/2008/Nov-14-Fri-2008/news/25110645.html>

d. Florida has items in their dockets finding lying and double dipping with receipts (within and across dockets and within and across states).

It is becoming increasingly clear that UI's unfair practices are permeating systems in SC and also its systems in other states. Please deny any request by UI/USSC for a rate increase. This is a state-wide issue and is appearing to be a nationwide issue. If the SC PSC has no jurisdiction to penalize legally UI for making false statements/documentation under oath, could the Commission appeal to our attorney general or other appropriate governing entity?

Commissioners, in SC PSC order 2010-111, you stated that the language for the pass-through tariff could be addressed in the next rate case – now is your chance to affect change and help protect SC consumers. Distribution-only customers are relying on you for protection. Consumers should not be

paying for water loss we have no control over. We should not be paying for theft, leaks, or unmonitored meters – especially when UI has shown so many times its blatant disregard for the customer and abuse of the pass-through language in its current form. Please require that UI charge its distribution only customers the rate which the bulk water provider charges to UI at the master meter and only for the gallons that pass through a resident's meter.

I have submitted a few FOI act requests to SC DHEC and SC ORS. When those requests are fulfilled, I may amend this letter of protest or send in an addition to it. I would like to speak my protest in front of the Commission, if allowed.

Thank you for your time.

Sincerely,



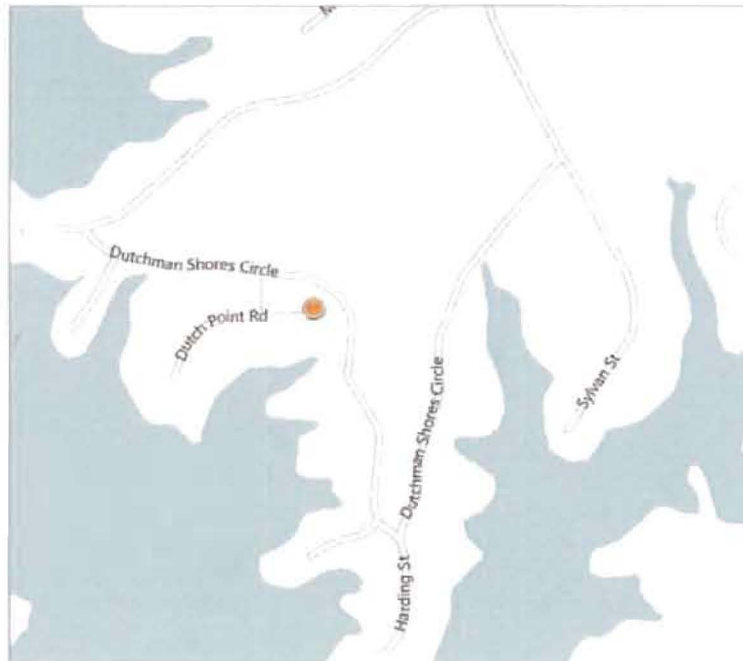
Leslie Hendrix



Facility Name	Facility Street	Facility City	Facility State	Facility ZIP	Program ID	System Type	Source Water Type	Population Served	Qtr With Violations (3&np years)	Current Serious Violator	Informal Enforcement Actions/NOVs (5 yrs)	Formal Enforcement Actions (5 yrs)
USSC FOXWOOD (4850008)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4950008	CWS	GW	430				
USSC CAMERON ACRES (4850095)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4950095	CWS	GW	76	1	f -		3
USSC LAKE VILLAGE (3250054)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250054	CWI	GW	187				1
USSC OAKRIDGE HUNT CLUB (4050015)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4050015	CWS	GW	82				2
USSC INDIAN COVE (3250022)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250022	CNS	GW	510	3	y		8
USSC CHARLES WOOD (4050008)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4050008	CWS	GW	59	4			77
USSC DUTCHMAN ACRES (3250028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250028	CWS	GW	242	7			37
USSC PUNDY BORDERS (0150014)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC0150014	CNS	GW	58	1			57
USSC BELLE MEAD RD (3250031)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250031	CWS	GW	45				
USSC BROWN BROUGH (4850061)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850061	CWS	GW	111				
USSC BROWN NEAL (4850041)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850041	CWS	GW	45				
USSC CAARWOOD (4850035)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850035	CWS	GW	111				
USSC CARROLLTON PLACE S/D (4850092)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850092	CWS	GW	111				
USSC CHABWOOD S/D (3250035)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250035	CNS	GW	111				
USSC EMMA TERRACE (3250022)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250022	CWS	GW	111				
USSC ESTATES AT LITTON (3250103)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250103	CWS	GW	111				
USSC FARM ROAD (4850085)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850085	CWS	GW	111				
USSC FIELD CREST (4850032)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850032	CWS	GW	111				
USSC FOX TRAIL (3250038)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250038	CWS	GW	100				
USSC HARMON HILL ESTATES (4050011)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4050011	CWS	GW	126				
USSC HARMON LANE (4850040)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850040	CWS	GW	240				
USSC HIDDEN LAKE (4850040)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850040	CWS	GW	110				
USSC KILGORE PLACE (3250072)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250072	CWS	GW	110				
USSC MILANS ACRES (4850041)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850041	CWS	GW	120				
USSC LESLIE DALE (4850095)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850095	CWS	GW	111				
USSC LESLIE WOODS 2 (4850051)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850051	CWS	GW	111				
USSC LEXINGTON ESTATE (3250050)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250050	CWS	GW	394				
USSC LEXINGTON ESTATE (3250050)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250050	CWS	GW	394				
USSC MALLARD LAKE (4850057)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850057	CWS	GW	111				
USSC MIDDLEREAM (4850052)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850052	CWS	GW	111				
USSC MILLMONT SHORES (3250025)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250025	CWS	GW	111				
USSC MURRAY LODGE (3250013)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250013	CWS	GW	111				
USSC MURRAY PARK ESTATES (3250019)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250019	CWS	GW	111				
USSC OAKLAND PLANTATION (4350006)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4350006	CWS	GW	1180				
USSC OAKLAND PLANTATION (4350006)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4350006	CWS	GW	1180				
USSC OLYMPIC ACRES (4850053)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850053	CWS	GW	111				
USSC PEPPERIDGE (4880101)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4880101	CWS	GW	120				
USSC POLLYS CIRCLE (4860073)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4860073	CWS	GW	100				
USSC RIDGEWOOD (4850031)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850031	CWS	GW	133				
USSC RIVERVIEW ESTATES (4850031)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850031	CWS	GW	133				
USSC SAVANNAH (4850031)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850031	CWS	GW	133				
USSC SHANDON (4850031)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850031	CWS	GW	133				
USSC SILVER LAKE/WINDWOOD (4850034)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850034	CWS	GW	180				
USSC SILVER LAKE/WINDWOOD (4850034)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850034	CWS	GW	180				
USSC SOUTH BEND ESTATES (4880100)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4880100	CWS	GW	120				
USSC SPRINGFIELD ESTATES (4850008)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850008	CWS	GW	130				
USSC SPRINGFIELD ESTATES (4850008)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850008	CWS	GW	130				
USSC TERRY TERRACE (3250022)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250022	CWS	GW	40				
USSC VALLEYVIEW (4850040)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850040	CWS	GW	111				
USSC WASHINGTON HEIGHTS (4850013)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850013	CWS	GW	111				
USSC WASHINGTON HEIGHTS (4850013)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850013	CWS	GW	111				
USSC WINDY HILL (3250057)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC3250057	CWS	GW	111				
USSC WINDY RUN (4850048)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850048	CWS	GW	111				
USSC WINTERCREST (4850017)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850017	CWS	GW	310				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				
USSC WOODBRIDGE (4850028)	2000 WEATHERSFIELD AVE	ALTAMONTE SPRING	FL	32714	SC4850028	CWS	GW	160				

May 13, 2011

## **REVIEW OF WATER SUPPLY CHARGE REPORT FOR DUTCHMAN SHORES**



### **INTRODUCTION**

The Office of Regulatory Staff (ORS) was requested to investigate the high water bills issued by Utilities Services of South Carolina, Inc. (USSC) to customers of the Dutchman Shores Subdivision (34.117°N 81.333°W). USSC customer, Ms. Leslie Hendrix, requested this investigation and report.

### **BACKGROUND**

Dutchman Shores Subdivision is an established subdivision (some new homes but most over ten years old) located south of the Town of Chapin, South Carolina near the end of Murray Lindler Road. With the exception of a few homes in the subdivision, most are residential dwellings are larger than 2,000 square feet.

During the site and business audit, 156 (one hundred fifty-six) metered connections were identified. The period reviewed was a six-month billing period from November 20, 2009

through May 17, 2010. However, several customer invoices ORS reviewed were outside of this time period and indicated billing process errors. One meter discovered and identified by the ORS was not found in USSC billing records. All meters were 5/8" in size. ORS also noted during the site visit that a fire hydrant was located on the USSC system along the southern entrance of Dutchman Shores Circle.

#### Sewer Service

Sewer service is provided to most of the residents of Dutchman Shores by the Town of Chapin; however, several customers have private septic systems.

#### Water Service

Water service to the customers in Dutchman Shores is provided by USSC. USSC purchases water for these customers from the City of Columbia. Water is supplied to the Dutchman Shores subdivision through a single master meter – a 10" meter located near the intersection of Murray Lindler Road, Sylvan Street, and Dutchman Shores Circles. USSC provides no additional water treatment prior to distributing the water to Dutchman Shores customers. A master pressure regulator was added to the water main on USSC's side of the master meter for the system in October of 2010. The rates currently authorized by the Public Service Commission of South Carolina (PSC) for USSC are as follows:

Base Facility Charge per single family house or mobile home ("Water Distribution Base Charge")	\$16.53
Commodity Charge ("Distribution Usage")	\$2.91 per 1,000 gallons
Cost of purchased water on pro rata basis ("Water Supply Charge")	Amount varies per 1,000 gallons
Safe Drinking Water Fee ("SC DHEC Fee")	\$1.72

It should be noted that the rates listed above have been implemented by USSC under a bond approved by the PSC (PSC Docket No. 2007-286-WS). The SC Supreme Court has recently published an Order on Remand (Opinion No. 26952) which ruled on USSC's appeal of PSC Order No. 2009-353.

Additional fees and charges apply based on the type of service established with the utility. The fees may include a tap fee, account set-up charge, and reconnection charges.



## **BILLING METHODOLOGY**

Water meter readings are manually entered into an electronic meter reading device by USSC personnel/contractors. The information from the device is then uploaded into the USSC billing system and posted to the customer's account. USSC billing system then generates an invoice using the schedule of rates approved by the Commission. Utilities, Inc. and its subsidiaries, including USSC implemented a new customer care and billing (CC& B) system on June 2, 2008.

## **BILLING COMPLAINT ISSUES**

### **Water Supply Charge Rate Fluctuation**

ORS' review of customer bills in the Dutchman Shores subdivision revealed that the "Water Supply Charge" rate varies greatly. The "Water Supply Charge" is the cost of water purchased from the City of Columbia which is passed through to the customers on a pro rata basis. During the review period, the "Water Supply Charge" rate ranged from a low of \$2.2877 per 1,000 gallons (for period of April 13, 2010 to May 17, 2010) to a high of \$6.8130 per 1,000 gallons (for period of November 20, 2009 to January 20, 2010). It is noted that USSC used three invoices from the City of Columbia to determine the "Water Supply Charge" for the customer's monthly billing period of November 20, 2009 to January 20, 2010. One cause of the fluctuation is skipped meter readings by USSC. When USSC skipped a customer's meter reading during a month it caused the "Water Supply Charge" to increase for the remaining customers and caused a lower "Water Supply Charge" in following months when all or most of the customer's meters were read.

In addition to skipped meter readings, some Dutchman Shores customers were billed using the incorrect "Water Supply Charge" rate. Based on ORS' analysis, several customers were incorrectly billed by USSC using the highest "Water Supply Charge" rate for multiple billing periods while other customers were billed at the correct and lower "Water Supply Charge" rate. All Dutchman Shores customers are on the same USSC billing cycle and the "Water Supply Charge" should be the same for each customer during each billing period.

The customers who were charged the incorrect "Water Supply Charge" were:

343 Dutchman Shores Circle

403 Dutchman Shores Circle

505 Dutchman Shores Circle

576 Dutchman Shores Circle

446 Dutchman Shores Circle

515 Dutchman Shores Circle

550 Dutchman Shores Circle

100 Dutch Point Road

147 Sylvan Street

151 Sylvan Street

117 Harding Street

129 Harding Street

These customers are due a refund/credit because USSC used the incorrect “Water Supply Charge” rate. The refund/credit amounts range from \$0.86 to \$55.37. See Attachment A for the ORS analysis.

#### Unidentified Users

ORS discovered and identified a meter at 152 Sylvan Street during its site visit. This meter was not identified by USSC in its billing records. Further observation by ORS indicated that the shut-off valve on the meter showed signs it had been tampered with in recent months. However, the valve was in the “off” position during the ORS visit on March 3, 2011 at around 4:15 p.m. The meter shut-off valve was not locked. The reading on the meter was 882,047.5 gallons. While the ORS has been informed by USSC that they have no records for the use of the meter, proper asset record keeping and management is important in order to maintain control over basic operational cost. Any water usage at this meter impacted the “Water Supply Charge” rate charged by USSC to all customers in Dutchman Shores. If USSC should have billed and collected from this unidentified customer, the other Dutchman Shores customers should have received a credit or refund since they were charged a higher “Water Supply Charge” rate during the time period that USSC was not billing the customer located at 152 Sylvan Street. USSC should have detected this unbilled premise during a vacancy survey. This unbilled and unauthorized usage is an apparent loss demonstrating a failure of USSC’s internal controls and should not be passed through to the customers of Dutchman Shores.

The consumption information for the meter located at 340 Dutchman Shores Circle indicated the final meter reading taken by USSC for a customer terminating service on March 13, 2010 was 817,170 gallons. The consumption information provided by USSC also indicated a new customer requested service at this address on April 15, 2010 and the beginning meter reading for the new customer was 819,410 gallons. USSC consumption records indicate this meter had a usage of 2,240 gallons between March 13<sup>th</sup> and April 15<sup>th</sup>, 2010 that was not billed to a customer account. This discrepancy caused all Dutchman Shores customers to pay a higher “Water Supply Charge” rate. The failure of USSC internal controls occurred when the initial customer



closed the account on March 13, 2010 and USSC failed to turn off the water and place a lock on the shut-off valve for the meter. This unbilled and unauthorized usage is an apparent loss demonstrating a failure of USSC's internal controls and should not be passed through to the customers of Dutchman Shores.

#### Incorrect Customer Consumption

USSC used the incorrect customer consumption information to calculate the "Distribution Charge" and "Water Supply Charge" for one Dutchman Shores customer. While the USSC billing records indicate that the customer was given the correct amount of credit (\$4.28) on the following month's bill, these types of billing errors should be avoided. The customer overcharged because USSC used the incorrect water consumption information is:

135 Dutch Point Drive for bill issued on April 11, 2010 (Customer billed for a consumption of 930 gallons while only using 310 gallons). See Attachment B.

#### Water Accountability

USSC uses water in the Dutchman Shores Subdivision for distribution system blow-off and/or flushing. Currently, USSC uses an estimation methodology to determine the amount of water used for these operational purposes. By using an estimate, USSC can only approximate of the amount of gallons used for maintenance of the distribution system. The amount of water used by USSC for flushing impacts the "Water Supply Charge" rate passed through to Dutchman Shores customers. USSC should be able accurately measure the amount of water used for blow-off and/or flushing. In addition, this information can be helpful during a water audit to determine if USSC has any real water losses in the Dutchman Shores distribution system.

#### **ORS METER TESTING OVERVIEW**

ORS did not conduct meter testing as part of this evaluation of the "Water Supply Charge" rate. However, ORS has tested several customer meters in Dutchman Shores as part of investigations to resolve customer complaints. The customer meters appeared to be in compliance with the Commission regulations based on prior ORS testing. These tests involved the use of 100 gallons of water.

During ORS' site inspection, ORS identified that the meter box serving 166 Sylvan Street did not contain a water meter. Upon further inspection, ORS found the waterline that was contained in the meter box at 166 Sylvan Street has a cut-off valve and the cut-off valve was in the "on" position. When asked about this situation, USSC informed ORS that the functioning water meter for 166 Sylvan Street is located behind the mailbox for 167 Sylvan Street. ORS confirmed that

the meter information for one of the meters located at 167 Sylvan Street did match the billing information for the account at 166 Sylvan Street. According to USSC, the meter box that contains only the water line and cut-off valve at 166 Sylvan Street belongs to the customer and is the customers' personal shut-off valve for their plumbing. Commission regulation 103-724.A requires that water "Meters shall be located in accordance with good utility practices on the delivery side of the curb stop so as to control the entire water supply furnished to the premises." In order to be in compliance with PSC regulation 103-724.A, USSC should install a functional water meter on the customer's premise at 166 Sylvan Street.

### **HISTORICAL COMPLAINTS FROM COMMUNITY**

Since 2008, the ORS has received approximately 20 complaints from customers of the Dutchman Shores Subdivision concerning high bills, incorrect bills and leaks in the water system.

### **EXECUTIVE SUMMARY**

Since its inception, the USSC customer care and billing system has exhibited problems issuing accurate customer bills in a timely manner. These billing problems are increased when USSC does not use the correct customer information to calculate the "Water Supply Charge" rate accurately. The ORS analysis in Attachment C provides a comparison of the "Water Supply Charge" rate used by USSC and the Commission approved methodology for computing the "Water Supply Charge" rate using the customer and bulk water supplier invoices provided to the ORS. The resultant comparison demonstrates that USSC overcharged the customers approximately \$436 for the six-month period ORS evaluated.

USSC's failure to use customer water consumption and the correct billing period caused the "Water Supply Charge" to fluctuate substantially. In summary, USSC is not managing its assets properly. Customer water meters that are not billed to an active customer are not locked by USSC when the account is closed. It is ORS' opinion that USSC' calculation of the pro rata share "Water Supply Charge" rate does not encourage USSC to quickly repair leaks and proactively replace aging assets.

### **Recommendations**

- Individual Dutchman Shores customers that have been overcharged for the "Water Supply Charge" should be given appropriate credits or refunds. Total credit or refund due equals \$154.34. See Attachment A.

- The Dutchman Shores customer base should be given a credit for the “Water Supply Charge” overcharge difference as shown in Attachment C. Total credit or refund due equals \$282.15 (\$937.47 - \$154.34 = \$783.13).
- USSC should adhere to internal controls to minimize water loss due to unsecured meters. When a customer closes their account with USSC, a lock should be placed on the meter valve at the time the customer requests to have the account closed. The exception to this internal control would be when a new customer requests to have the account/location transferred to a new account at the same time. At the time the lock is placed on the meter box, USSC should send a field agent to the address where the service is to be discontinued and record the final meter reading along with verifying the type of service (i.e., meter size, residential versus commercial, mobile home versus residential or commercial rate, etc.). The new customer should only be responsible for water usage beginning when they establish service with USSC or if it can be shown that the new customer received service prior to establishing service with USSC but did not establish an account as required. In the event the new customer has been billed by USSC for prior usage such as the case of 340 Dutchman Shores Circle, the other Dutchman Shores customers should be given credit/refund for the inflated “Water Supply Charge” rate paid during the period that the new customer is being required to pay for past service use.
- USSC should determine the cause of the incorrect billing on April 11, 2010 for the customer at 135 Dutch Point Drive. The error in the billing process should be corrected and the customer should be credited. Total credit/ –refund equals \$4.28.
- USSC should install a functional water meter on the customer’s premise at 166 Sylvan Street and connect the customer’s existing line at no addition cost to the customer. Commission regulation 103-724.A requires that water “Meters shall be located in accordance with good utility practices on the delivery side of the curb stop so as to control the entire water supply furnished to the premises.”
- USSC should conduct all monthly meter readings for the Dutchman Shores Subdivision bill cycle within the same City of Columbia billing period. All customer meters should be read within the same day if practicable.
- USSC should improve its billing procedures to ensure all billing is in compliance with the PSC regulation 103-732 which states “utilities to bill each customer as promptly following the reading of his meter.”
- USSC should complete a thorough review of the service area to ensure that all users of the water system are properly accounted for as customers. A routine vacancy survey the service area to verify that all users of the systems are recorded as customers can easily be completed as part of the monthly meter reading process.



- USSC should install meters on all release points (i.e., blow-off and/or flushing locations, etc.) on the water system in the Dutchman Shores Subdivision. This will enable USSC to obtain an exact amount of water used for flushing and all release points each month.
- Dutchman Shores customers should be watchful of water thefts, leaks, and line breaks on the system. If these incidents are observed, customers should report an incident to USSC and local law enforcement authorities.
- Water conservation is helpful in reducing customer's utility costs. Every customer is encouraged to reduce water use in order to protect the limited resource.

USSC customers on the Dutchman Shores water system should see some reduction in the number of leaks occurring on the distribution system and a reduction in the amount of water released when a leak occurs due to the installation of the master pressure regulator. USSC should monitor and evaluate the pressure regulator on an annual basis. Any deviation from the manufacturer's installation and operational specification should be corrected as soon as possible.

# Attachment A

Water Supply Rate	\$0.0045010	\$0.0050592	\$0.0068130	\$0.0039785	\$0.0051492	\$0.0037879	\$0.0022877	Refund or Credit
Street No. Customer Address	61 days 11/20 to 1/20	~31 days 1/20 to 2/20	~21 days 2/20 to 3/13	~31 days 3/13 to 4/13	~34 days 4/13 to 5/17	Amount Due		
570 Dutchman Shores Circle	14,770	3,860	6,610	7,760	13,750			
131 Dutchman Shores Circle	16,876.051948	4712.727273	1,294	4563.116883	4712.727273			
101 Harding St	22630	4820	10210	5520	6350			
748 Murray Lindler Rd	6,840	1980	1380	2000	4070			
119 Purgatory Pt	11,190	3840	3170	6190	6760			
576 Dutchman Shores Circle	17,280	4210	5590		12050			
			16410					\$22.34
157 Dutchman Shores Circle	6,550	2990	1280	2810	11070			
446 Dutchman Shores Circle	10,320	3510	3340		4910			
			4600					\$8.26
515 Dutchman Shores Circle	6,130	2280	2300		5490			
			2900					\$3.95
138 Dutch Point Dr	7,160	2990	90	850	2610			
159 Sylvan St	540	540		1370	1710			
		20	440					
147 Sylvan St	6,250	1180	2350		3410			
			3410					\$4.64
414 Dutchman Shores Circle	5,620	2130	1530	2320	7070			
550 Dutchman Shores Circle	12,150	3820	2640		5910			
			5740					\$7.81
141 Sylvan St	6,250	2080	2470	2910	4790			
133 Harding St	14,497.246753	5086.753247	5019.428571	7151.378823	8737.246753			
132 Harding St	10,166.025974	3441.038961	3358.753247	4398.545455	7106.493506			
535 Dutchman Shores Circle	2360	840	1850	1200	2800			
329 Dutchman Shores Circle	9790	4010	4190	5070	8610			
513 Dutchman Shores Circle	3560	1140	1300	1720	3030			
105 Christopher St.	9990	4270	2960	4850	6060			
113 Lazy Creek Pt	5490.701299	1720.519481	1892.571429	3605.61039	7143.896104			
375 Dutchman Shores Circle	16610	6210	4980	7780	12310			
152 Dutchman Shores Circle	8,830	3890	1380	4280	6020			
1278 Lazy Creek Pt	11856.62338	3590.649351	5498.181818	5849.766234	8991.584416			
314 Dutchman Shores Circle	13,600	5180	5920	7050	9930			
760 Murray Lindler Rd	9,830	3320	2610	4270	5160			
160 Sylvan St	1915.012987	822.8571429	478.7532466	1279.168831	1922.493506			
421 Dutchman Shores Circle	9,964.051948	3441.038961	3074.493806	10831.79221	36220.67532			
210 Dutchman Shores Circle	37,133.298701	15933.50649	11639.68831	18446.96104	48630.85714			
161 Dutchman Shores Circle	9,800	3820	180	2800	9760			
153 Sylvan St	5,850	2010	1780	2560	3360			
108 Christopher St.	7,360	3190	1650	3890	4980			
109 Harding St	6,870	2280	2160	3670	5860			
101 Purgatory Pt	13,770	4840	2560	5530	8150			
109 Lazy Creek Pt	12,980	4820	7260	8220	9690			
106 Christopher St.	7001.766234	2169.350649	2087.064935	3313.67013	4017.038961			
117 Lazy Creek Pt	25,650.701299	10622.33766	7637.61039	12253.09091	20982.85714			
117 Harding St	17,310	4850	4740		8590			
			5760					\$7.84
105 Lazy Creek Pt	11,340.467532	3067.012987	3807.584416	3672.935065	5887.168831			
549 Dutchman Shores Circle	15020	1120	4830	3340	3270			
144 Dutch Point Dr	7,140	3860	1700	3690	4840			
166 Dutchman Shores Circle	9,777.038961	2393.766234	2640.623377	5026.909091	4114.285714			
586 Dutchman Shores Circle	18,220	6420	6250	7150	10230			
343 Dutchman Shores Circle	9,220	3880	1580		3890			
			3780					\$5.15
420 Dutchman Shores Circle	3,950	1180	2740	11480	10570			
121 Harding St	11,870	3090	1190	3370	7740			
104 Harding St	110	60	1840	1940	10830			
232 Dutchman Shores Circle	7,540	2960	1670	2690	4310			
545 Dutchman Shores Circle	7,630	2970	680	2690	4490			
113 Harding St	1,910	220	220	1130	2730			
118 Dutchman Shores Circle	7,989.194805	2842.597403	2401.246753	3500.883117	4989.506493			
228 Dutchman Shores Circle	10,320	640	3010	2750	3570			
436 Dutchman Shores Circle	3,130	860	1860	2000	1360			
120 Harding St	3,650	1180	1370	3520	7750			
106 Lake Point Dr.	9,830	4060	3320	8650	21060			
229 Dutchman Shores Circle	6,350	2840	780	3270	6710			
418 Dutchman Shores Circle	5,880	1870	1590	3480	5080			
137 Sylvan St	12,270	2160	7070	1240	1250			
103 Purgatory Pt	170	150	150	420	80			
134 Harding St	8,380	2970	3460	5090	6510			
220 Dutchman Shores Circle	2,290	1110	280	280	3140			
163 Sylvan St	9,860	3090	3650	4950	5630			
553 Dutchman Shores Circle	4,050	1180	990	1310	2600			
165 Sylvan St	930	110	130	290	720			
406 Dutchman Shores Circle	12,460	4960	2440	6980	8180			
121 Purgatory Pt	5,580	1910	1540	2420	2680			
215 Dutchman Shores Circle	22,389.194805	7630.12987	6867.116883	10405.4026	13023.58442			
509 Dutchman Shores Circle	2,010	880	550	1580	1810			
130 Dutch Point Dr	6,440	2110	2150	2100	5300			
321 Dutchman Shores Circle	8,070	3260	1650	2930	12530			
511 Dutchman Shores Circle	5,080	1980	1700	3070	4160			
149 Sylvan St	5,890	1960	1560	3090	3370			
141 Dutchman Shores Circle	6,890	2490	2340	4090	15320			
125 Dutch Point Dr	17,160	6190	2910	6390	9300			
158 Sylvan St	336.6233766	216.9350649	216.9350649	344.1038961	269.2887013			
100 Purgatory Pt	5,880	2070	1480	2480	4720			
116 Lake Point Dr.	18,770	6280	5720	8000	10990			
168 Sylvan St	9,560	3120	1600	4150	5180			
110 Purgatory Pt	12,640	4760	3870	5120	7450			
537 Dutchman Shores Circle	10,730	3290	3560	4990	7970			
539 Dutchman Shores Circle	12,020	4220	3650	5030	7700			
111 Dutch Point Dr	6,880	2970	1060	3620	5280			
120 Purgatory Pt	13,690	4240	5060	6620	10040			
161 Sylvan St	7,850	3080	2180	4380	5840			



# Attachment A

118 Sylvan St	4,010	620	4680	7010	3200
115 Lake Point Dr.	7,430	2180	4610	4540	5300
110 Harding St	8,310	3180	2080	5170	9640
239 Dutchman Shores Circle	14,810	4960	3550	8830	10920
105 Harding St	8,850	3270	1610	2990	5020
164 Sylvan St	980	140	180	180	1380
155 Sylvan St	550	220	420	1870	2410
204 Dutchman Shores Circle	10,150	3270	3340	5080	5260
749 Murray Lindler Rd	23,370	5970	4970	8400	10680
104 Dutchman Shores Circle	9,088,831,189	3067,012987	3520,571429	4308,779221	6051,74026
310 Dutchman Shores Circle	6,750	2960	2060	6920	6650
123 Dutchman Shores Circle	5565,506493	2169,350649	1840,207792	2491,012987	3104,415584
519 Dutchman Shores Circle	2,380	1020	690	2060	2190
103 Dutch Point Dr		2650	5760	5120	8110
	10,380				
142 Dutch Point Dr	2,350	130	460	2300	3350
105 Lake Point Dr.	7,590	3180	2960	6160	14100
116 Purgatory Pt	5,370	1990	3260	4940	4870
409 Dutchman Shores Circle	11,630	4260	4480	6160	7670
131 Dutch Point Dr	6,660	2190	1540	3360	4590
101 Lazy Creek Pt	6582,857143	299,2207792	4554,857143	3710,337662	4406,025974
117 Dutchman Shores Circle	11,512,519480	3216,623377	3478,441556	4675,324675	5730,077922
127 Harding St	5,460	1660	1670	2100	3570
224 Dutchman Shores Circle	11,940	4860	3280	5120	6890
139 Dutch Point Dr	3,780	930	2200	1990	3110
136 Dutchman Shores Circle	20,750,001039	6508,051948	8251,012987	8348,25974	1831501299
124 Harding St	19,270	3060	6710	7540	8800
118 Purgatory Pt	3,260	1130	900	1270	1580
426 Dutchman Shores Circle	1080,870130	3560,649351	5555,272727	4435,948052	7839,584416
129 Harding St	9,200	3280	8740		11910
			9280		
145 Sylvan St	3291426571	14,96103896	14,86103896	1496103896	299,2207792
429 Dutchman Shores Circle	5,390	1260	1610	3620	11990
531 Dutchman Shores Circle	110	40	120	880	8900
556 Dutchman Shores Circle	7,040	2480	2510	2900	7470
140 Dutchman Shores Circle	23,511,272727	6156,67532	1241,768234	4151,688312	19756,05195
107 Dutch Point Dr	10,720	3960	500	2670	4530
103 Harding St	14,350	4860	1330	8060	20430
112 Purgatory Pt	12,200	4820	2550	5300	7760
441 Dutchman Shores Circle	7,130	3090	1950	18420	16480
107 Dutchman Shores Circle	4,520	1890	1210	2520	2650
309 Dutchman Shores Circle	14490	4890	4100	6410	23470
216 Dutchman Shores Circle		8960	9060	17430	22790
	28,500				
125 Harding St	7,815,168631	224,4155844	329,1428871	3291426571	1413,818182
105 Dutch Point Dr		870	4190	2290	3230
	2030				
151 Dutchman Shores Circle	14,650	5820	3430	8710	5720
408 Dutchman Shores Circle	8,030	3210	3760	5720	9510
156 Sylvan St	220	30	110	110	2180
422 Dutchman Shores Circle	5,860	5910	730	3980	4540
541 Dutchman Shores Circle	16629,194805	1030	312	1052	1310
207 Dutchman Shores Circle	7,495,480519	2842,597403	3246,545455	5318,649351	10751,198701
765 Murray Lindler Rd	5,760	2060	530	1770	5530
114 Harding St					1520
340 Dutchman Shores Circle	140				4510
340 Dutchman Shores Circle		150			
137 Dutch Point Dr				1440	8300
135 Dutch Point Dr	770	930	20	870	4020
316 Dutchman Shores Circle	12,120		5390	2090	2340
527 Dutchman Shores Circle		1310	2300	3090	3610
	21560				
151 Sylvan St	0				680
151 Sylvan St		0	4350		
124 Lake Point Dr.	10,250	4130	3130	5510	6210
221 Dutchman Shores Circle	0,090	4190	9110	4820	10290
115 Dutch Point Dr	26,140		6190	7510	34380
115 Dutch Point Dr		8960			
322 Dutchman Shores Circle	12,370	5830	1410	3510	4170
322 Dutchman Shores Circle					3620
205 Dutchman Shores Circle	15,350,025974	7136	4466		
205 Dutchman Shores Circle					9260
403 Dutchman Shores Circle	2,100	3740	1270		
			19350		
754 Murray Lindler Rd.	13,670	4950	1760	810	2420
505 Dutchman Shores Circle	400	110	3210		
107 Purgatory Pt	7,410	3020	2500	4640	6820
100 Dutch Point Rd	19,560	6280	1180		
			7990		
543 Dutchman Shores Circle	7,740	2470	2280	2060	8340
121 Dutch Point Dr	4,460	2080	1310	3090	4520
167 Sylvan St		0	0	0	0

\$12.61

\$8.12

\$0.66

\$55.37

\$4.52

\$16.87

TOTAL CUSTOMER REFUND/CREDIT \$154,344



Utilities Services of South Carolina Inc  
 Phone: (800) 367-4314  
 Collections: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/11/2010		5/4/2010	\$ 24.66

Name HENRY BROWN Primary Telephone # (803) 346-0308

Service Address 135 DUTCH POINT DR, CHAPIN, SC, 29036

Activity Since Last Bill

Previous Balance	\$44.07
Payments received as of 04/11/2010	\$-44.07
Balance as of 04/11/2010	\$0.00

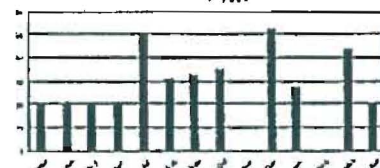
**Water Distribution and Purchased Water Charge**

Water Distribution Base Charge	\$10.53
Distribution Charge of 930 gallons at \$2.91 per 1,000 gallons	\$2.71
Water Supply Charge of 930 gallons at \$0.0039785 per gallon	\$3.70
SC DHEC Fee	\$1.72
Total Water Distribution and Purchased Water Charge	\$24.66
<b>Total Amount Due</b>	<b>\$24.66</b>

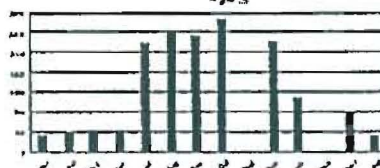
**Summary of Service**

Meter Reading	Meter #	Date
Current	137950	02/20/2010
Previous	137640	01/19/2010
Usage	310 Gallons	
Number of Days:	32	
Average Daily Use:	9.69 Gallons	
Average Daily Cost:	\$ 0.77	

**Usage History**



**Consumption History**



A fee of 1.5% per month will be added if unpaid by the due date.  
 Make check payable to: Utilities Services of South Carolina Inc

**Messages**

104



PO BOX 160609  
 Allamonte Springs, FL 32716

Account Number:

Due Date: 5/4/2010

Please Pay: \$ 24.66

Amount Paid

HENRY BROWN  
 135 DUTCH POINT DR  
 CHAPIN SC 29036

Utilities Services of South Carolina Inc  
 PO Box 11025  
 Lewiston ME 04243-9476

☐ Address correction requested on back



## Attachment C

Water Supply Rate		\$0.0068130	\$0.0039785	\$0.0051492	\$0.0037879	\$0.0022877
		61 days	~31 days	~21 days	~31 days	~34 days
Street No.	Customer Address	11/20 to 1/20	1/20 to 2/20	2/20 to 3/13	3/13 to 4/13	4/13 to 5/17
570	Dutchman Shores Circle	14,770	3,860	6,610	7,760	13,750
131	Dutchman Shores Circle	16,876.051948	4712.727273	1,294	4563.116883	4712.727273
101	Harding St	22630	4820	10210	5520	6350
748	Murray Lindler Rd	6,840	1980	1380	2000	4070
119	Purgatory Pt	11,190	3840	3170	6190	6760
576	Dutchman Shores Circle	17,280	4210	5590	16410	12050
157	Dutchman Shores Circle	6,550	2990	1280	2810	11070
446	Dutchman Shores Circle	10,320	3510	3340	4600	4910
515	Dutchman Shores Circle	6,130	2260	2300	2900	5490
138	Dutch Point Dr	7,160	2990	90	850	2610
159	Sylvan St	540	20	440	1370	1710
147	Sylvan St	6,250	1180	2350	3410	3410
414	Dutchman Shores Circle	5,620	2130	1530	2320	7070
550	Dutchman Shores Circle	12,150	3820	2640	5740	5910
141	Sylvan St	6,250	2080	2470	2910	4790
133	Harding St	14,497.246753	5086.753247	5019.428571	7151.376623	8737.246753
132	Harding St	10,166.025974	3441.038961	3358.753247	4398.545455	7106.493506
535	Dutchman Shores Circle	2360	840	1850	1200	2800
329	Dutchman Shores Circle	9790	4010	4190	5070	8610
513	Dutchman Shores Circle	3560	1140	1300	1720	3030
105	Christopher St	9990	4270	2960	4850	6060
113	Lazy Creek Pt	5490.701299	1720.519481	1892.571429	3605.61039	7143.896104
375	Dutchman Shores Circle	16610	6210	4980	7780	12310
152	Dutchman Shores Circle	8,830	3890	1380	4280	6020
1278	Lazy Creek Pt	11856.62338	3590.649351	5490.181818	5849.766234	8991.584416
314	Dutchman Shores Circle	13,600	5180	5920	7050	9930
760	Murray Lindler Rd	9,830	3320	2610	4270	5160
160	Sylvan St	1915.012987	822.8571429	478.7532466	1279.168831	1922.493506
421	Dutchman Shores Circle	9,964.051948	3441.038961	3074.493506	10831.79221	36220.67532
210	Dutchman Shores Circle	37,133.298701	15933.50649	11639.68831	18446.96104	48630.85714
161	Dutchman Shores Circle	9,800	3820	180	2800	9760
153	Sylvan St	5,850	2010	1780	2560	3360
108	Christopher St	7,360	3190	1650	3890	4980
109	Harding St	6,870	2280	2160	3670	5860
101	Purgatory Pt	13,770	4840	2560	5530	8150
109	Lazy Creek Pt	12,980	4820	7260	8220	9690
106	Christopher St	7001.768234	2169.350649	2067.064935	3313.67013	4017.038951
117	Lazy Creek Pt	25,650.701299	10622.33768	7637.61039	12253.09091	20982.85714
117	Harding St	17,310	4850	4740	5760	8590
105	Lazy Creek Pt	11,340.467532	3067.012987	3807.584416	3672.935065	5887.168831
549	Dutchman Shores Circle	15020	1120	4830	3340	3270
144	Dutch Point Dr	7,140	3860	1700	3690	4840
166	Dutchman Shores Circle	9,110.38961	2393.766234	2640.623377	5026.909091	4114.285714
586	Dutchman Shores Circle	18,220	6420	6250	7150	10230
343	Dutchman Shores Circle	9,220	3860	1560	3780	3890
420	Dutchman Shores Circle	3,950	1180	2740	11480	10570
121	Harding St	11,870	3090	1190	3370	7740
104	Harding St	110	60	1840	1940	10830
232	Dutchman Shores Circle	7,540	2960	1670	2690	4310
545	Dutchman Shores Circle	7,630	2970	680	2690	4490
113	Harding St	1,910	220	220	1130	2730
118	Dutchman Shores Circle	7,989.194805	2842.597403	2401.246753	3500.883117	4989.506493
228	Dutchman Shores Circle	10,320	640	3010	2750	3570
436	Dutchman Shores Circle	3,130	860	1860	2000	1360
120	Harding St	3,650	1180	1370	3520	7750
106	Lake Point Dr	9,830	4060	3320	8650	21060
229	Dutchman Shores Circle	6,350	2840	780	3270	6710
418	Dutchman Shores Circle	5,880	1870	1590	3480	5080
137	Sylvan St	12,270	2160	7070	1240	1250
103	Purgatory Pt	170	150	150	420	80
134	Harding St	8,380	2970	3460	5090	6510
220	Dutchman Shores Circle	2,290	1110	280	280	3140
163	Sylvan St	9,860	3090	3650	4950	5630
553	Dutchman Shores Circle	4,050	1180	990	1310	2600
165	Sylvan St	930	110	130	290	720
406	Dutchman Shores Circle	12,460	4960	2440	6980	8180
121	Purgatory Pt	6,580	1910	1540	2420	2680
215	Dutchman Shores Circle	22,389.194605	7630.12987	6867.116883	10405.4026	13023.58442
509	Dutchman Shores Circle	2,010	880	550	1580	1810
130	Dutch Point Dr	6,440	2110	2150	2100	5300

## Attachment C

321 Dutchman Shores Circle	8,070	3260	1650	2930	12530
511 Dutchman Shores Circle	5,080	1980	1700	3070	4160
149 Sylvan St	5,890	1960	1560	3090	3370
141 Dutchman Shores Circle	6,690	2490	2340	4090	15320
125 Dutch Point Dr	17,160	6190	2910	6390	9300
158 Sylvan St	336,623,376	216,935,064	216,935,064	344,103,896	269,298,701
100 Purgatory Pt	5,880	2070	1480	2480	4720
116 Lake Point Dr.	18,770	6280	5720	8000	10990
166 Sylvan St	9,560	3120	1600	4150	5180
110 Purgatory Pt	12,640	4760	3870	5120	7450
537 Dutchman Shores Circle	10,730	3290	3560	4990	7970
539 Dutchman Shores Circle	12,020	4220	3650	5030	7700
111 Dutch Point Dr	6,880	2970	1060	3620	5280
120 Purgatory Pt	13,690	4240	5060	6620	10040
161 Sylvan St	7,850	3080	2180	4380	5840
118 Sylvan St	4,010	620	4680	7010	3200
115 Lake Point Dr.	7,430	2160	4610	4540	5300
110 Harding St	8,310	3180	2080	5170	9640
239 Dutchman Shores Circle	14,810	4960	3550	8830	10920
105 Harding St	8,850	3270	1610	2990	5020
164 Sylvan St	980	140	180	180	1380
155 Sylvan St	550	220	420	1870	2410
204 Dutchman Shores Circle	10,150	3270	3340	5080	5260
749 Murray Lindler Rd	23,370	5970	4970	8400	10680
104 Dutchman Shores Circle	9,088,831,169	3067,012,987	3620,571,429	4308,779,221	6051,740,26
310 Dutchman Shores Circle	6,750	2960	2060	6920	6650
123 Dutchman Shores Circle	5565,506,493	2169,350,649	1840,207,792	2491,012,981	3104,415,584
519 Dutchman Shores Circle	2,380	1020	690	2060	2190
103 Dutch Point Dr	10,380	2650	5760	5120	8110
142 Dutch Point Dr	2,350	130	460	2300	3350
105 Lake Point Dr.	7,590	3180	2960	6160	14100
116 Purgatory Pt	5,370	1990	3260	4940	4870
409 Dutchman Shores Circle	11,630	4260	4480	6160	7670
131 Dutch Point Dr	6,660	2190	1540	3360	4590
101 Lazy Creek Pt	6582,857,143	299,220,779	4854,857,143	3710,337,682	4406,025,974
117 Dutchman Shores Circle	11,512,519,480	3216,623,377	3478,441,558	4675,324,675	5730,077,922
127 Harding St	5,460	1660	1670	2100	3570
224 Dutchman Shores Circle	11,940	4860	3260	5120	6890
139 Dutch Point Dr	3,780	930	2200	1990	3110
136 Dutchman Shores Circle	20,750,961,039	6508,051,948	8251,012,987	8348,259,74	1631,501,299
124 Harding St	19,270	3060	6710	7540	6800
118 Purgatory Pt	3,260	1130	900	1270	1560
426 Dutchman Shores Circle	10,801,870,130	3590,649,351	5655,272,727	4435,948,052	7839,584,416
129 Harding St	9,200	3280	6740	9260	11910
145 Sylvan St	329,142,857	14,961,038,96	14,961,038,96	14,961,038,96	299,220,779
429 Dutchman Shores Circle	5,390	1260	1810	3620	11990
531 Dutchman Shores Circle	110	40	120	880	8900
556 Dutchman Shores Circle	7,040	2480	2510	2900	7470
140 Dutchman Shores Circle	23,511,272,727	6156,467,532	1241,766,234	4151,688,312	19756,051,95
107 Dutch Point Dr	10,720	3960	500	2670	4530
103 Harding St	14,350	4860	1330	8060	20430
112 Purgatory Pt	12,200	4820	2550	5300	7760
441 Dutchman Shores Circle	7,130	3090	1950	18420	16480
107 Dutchman Shores Circle	4,520	1890	1210	2520	2650
309 Dutchman Shores Circle	14490	4890	4100	6410	23470
216 Dutchman Shores Circle	28,500	8960	9060	17430	22790
125 Harding St	761,516,883	224,415,584	329,142,857	329,142,857	141,381,818
105 Dutch Point Dr	21510	870	4190	2290	3230
151 Dutchman Shores Circle	14,650	5820	3430	8710	5720
408 Dutchman Shores Circle	8,030	3210	3780	5720	9510
156 Sylvan St	220	30	110	110	2180
422 Dutchman Shores Circle	5,980	5910	730	3980	4540
541 Dutchman Shores Circle	16,629,194,805	1030	312	1052	1310
207 Dutchman Shores Circle	7,495,480,519	2842,597,403	3246,545,455	5318,649,351	10756,987,01
765 Murray Lindler Rd	5,760	2060	530	1770	5530
114 Harding St					1520
340 Dutchman Shores Circle	140		150		4510
340 Dutchman Shores Circle					
137 Dutch Point Dr				1440	8300
135 Dutch Point Dr	770	930	20	870	4020
316 Dutchman Shores Circle	12,120		5390	2090	2340
527 Dutchman Shores Circle	14373,33333	1310	2300	3090	3610
151 Sylvan St	0		2175	2175	680
151 Sylvan St					
124 Lake Point Dr.	10,250	4130	3130	5510	6270
221 Dutchman Shores Circle	8,090	4190	3110	4620	10290
115 Dutch Point Dr	26,140		6190	7510	34380
115 Dutch Point Dr		8960			

## Attachment C

322 Dutchman Shores Circle	12,370	5830	1410	3510	4170
322 Dutchman Shores Circle					
205 Dutchman Shores Circle	15,350.025974	7136	4466		
205 Dutchman Shores Circle					9260
403 Dutchman Shores Circle	2,100	3740	1270	19350	
754 Murray Lindler Rd.	13,670	4950	1760	810	2420
505 Dutchman Shores Circle	400	110	1605	1605	
107 Purgatory Pt	7,410	3020	2500	4640	6620
100 Dutch Point Rd	19,560	6280	1180	3995	3995
543 Dutchman Shores Circle	7,740	2470	2280	2060	8340
121 Dutch Point Dr	4,460	2080	1310	3090	4520
167 Sylvan St		0	0	0	0

<b>TOTAL CUSTOMER CONSUMPTION</b>	1,422,600	465,277	421,325	687,995	1,115,778
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Water Supply Rate Charged	\$0.0068130	\$0.0039785	\$0.0051492	\$0.0037879	\$0.0022877
Water Supply Amount Charged	\$9,692.17	\$1,851.10	\$2,169.49	\$2,606.05	\$2,552.56

\$18,871.38

USSC Master Meter Reading		591,220	710,600	784,278	904,556
City of Columbia Meter Consumption	2,710,940	569,976	632,808	729,300	777,920
City of Columbia Invoice Date	17-Nov-2009	N/A	N/A	N/A	N/A
City of Columbia Invoice Amount	\$2,470.17	N/A	N/A	N/A	N/A
City of Columbia Invoice Date	18-Dec-2009	N/A	N/A	N/A	N/A
City of Columbia Invoice Amount	\$2,891.89	N/A	N/A	N/A	N/A
City of Columbia Invoice Date	22-Jan-2010	22-Feb-2010	23-Mar-2010	22-Apr-2010	21-May-2010
City of Columbia Invoice Amount	\$3,558.79	\$1,899.60	\$2,107.08	\$2,425.71	\$2,580.67
City of Columbia Total Invoice Amount	\$8,920.85	\$1,899.60	\$2,107.08	\$2,425.71	\$2,580.67
Computed Water Supply Rate	\$0.0062708	\$0.0040827	\$0.0050011	\$0.0035258	\$0.0023129

\$17,933.91

<b>TOTAL CUSTOMER AMOUNT OVERCHARGED</b>						\$937.47
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## **DRINKING WATER**

### **2005**

<u>CO 05-094-DW</u>	CWS Glenn Village	Rads	\$3,400.00 Stipulated
<u>CO 05-149-DW</u>	USSC Barney Rhett & Hickory Hills O&M		\$2,550.00 Stipulated

### **2006**

<u>CO 06-098-DW</u>	USSC Charleswood S/D	Rads	\$2,800.00 Stipulated
<u>CO 06-225-DW</u>	USSC Purdy Shores	Rads	\$6,800.00 Stipulated

### **2007**

NONE

### **2008**

<u>CO 08-041-DW</u>	USSC Dutchman Acres	Rads	\$8,000.00 Stipulated
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### **2009**

<u>CO 09-036-DW</u>	CWS Lakewood Estates	Arsenic	\$4,000.00 Stipulated
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### **2010**

<u>CO 10-107-DW</u>	USSC Charleswood S/D	Gross alpha	\$4,000.00 Stipulated
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### **2011**

<u>CO 11-005-DW</u>	USSC Charleswood S/D	Comb rad	\$4,000.00 stipulated
<u>CO-11-025-DW</u>	Lakewood Estates	Arsenic	\$5,040.00 Assessed

**9 Consent Orders \* \$35,550.00 Stipulated \* \$5,050.00 Assesses = \$40,590.00 total**

## **WASTEWATER**

### **2005**

<u>CO 05-095-W</u>	CWS Watergate S/D	O&M	\$13,600.00 Assessed
<u>CO 05-099-W</u>	USSC Foxwood S/D	EFF	\$8,400.00 Assessed

### **2006**

None

### **2007**

<u>CO 07-061-W</u>	CWS Daniel Island WWTF	EFF	\$8,400.00 Assessed
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### **2008**

<u>CO 08-100-W</u>	CWS Roosevelt Garden Apts.	EFF	\$3,600.00 Assessed
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### **2009**

<u>CO 09-039-W</u>	USSC Foxwood S/D	EFF, O&M	\$2,200.00 Assessed
<u>CO 09-042-W</u>	Utilities Inc/Tega Cay Water Ser.	Eff,O&M,UDS	\$22,000.00 Assessed

### **2010**

<u>CO 10-021-W</u>	United Utilities/Highland Forest	EFF	\$3,400.00 Assessed
<u>CO 10-034-W</u>	United Utilities/Briarcreek #1 & #2	O&M,UDS	\$29,200 Assessed

### **2011**

<u>CO 11-004-W</u>	Utilities Inc/Tega Cay Water Ser.	EFF,O&M,UDS	\$60,000 Assessed
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EFF = effluent violations

O&M = operation and maintenance violations

UDS = unauthorized discharge violations

9 Consent Orders; \$150,800 assessed penalties